

Red Flag/Background Check ITB # 2221105
Alabama Department of Public Health

1. Successful bidder will perform background checks on specified Department employees as follows:

a. Who Will Receive Background Checks? (Estimated numbers in parentheses)

1. Home Health and Life Care Aides, merit system employees and contractors, (approx. 2174 for 1,2, and 3 below).
2. Home Health and Life Care Attendants, merit system employees and contractors.
3. HIV/AIDS Waiver workers and E/D Waiver workers that enter the home.
4. Patient First Social Workers (Family Health Services)(190).
5. TB Staff, with the exception of clerical (50).
6. STD staff, including: disease intervention specialists, senior disease intervention specialists and disease intervention program manager (50).
7. Immunization staff (RNs) (15).
8. Epidemiology surveillance staff (RNs) (25).
9. HIV peer mentors (12).
10. Other RNs who visit in the home, school or day care, (number undetermined.)
11. Others according to Department policy to be developed, (number undetermined.)

Total: Up to approximately 2500 the first year. New employees only afterwards.

The Department reserves the right to limit the number of employees checked by using only employees hired after a certain date, yet to be determined by policy.

b. What Information Do We Need in a Background Check?

1. County/State Criminal Records Search.
2. Federal Criminal Records Search.
3. National Sexual Offender Registry.
4. Abuse Registry (for States either all states or all states in which this individual resided.)
5. United States Department of Health and Human Services List of Excluded Individuals relating both to §1128 and §1156 of the Social Security Act.

c. When and to whom reported?

1. Successful bidder will perform the check and report same within three (3) business days.
2. Reports will be made to specified personnel within the Department.

2. Successful bidder will work with Department and Department's other contractor for services necessary to assist the Department to be in compliance with the Federal Trade Commission Red Flag Regulations with relation to identity theft as related to Department's clients or patients.

Department has already performed a gap analysis and has a plan in place to attempt to prevent identify theft.

Specifically, services to be performed consist of, but will not be limited to, upon notification of potential breach by Department, successful bidder will:

- a. confirm detection and remediation of identity theft or breaches attributable to the Department; management of breach events as needed;
- b. upon referral by Department, investigate suspected breaches; making appropriate notices to clients/patients/agencies, upon confirmation of breaches;
- c. determine whether breach is attributable to the Department;
- d. as appropriate, provide remediation assistance to breached clients or patients including individual (not automated) telephone assistance, individual (not automated) triage and consultation; and
- d. provide individual (not automated) repairing and monitoring of breached client's accounts for up to one year after breach.

3. Pricing

Bidders will submit a price on a per capita basis for background checks and for breach events as specified above.

4. Miscellaneous

Successful bidder will indemnify the Department for acts and omissions and have in place policies and procedures that can assure Department that successful bidder is in compliance with all applicable Federal laws. Successful bidder will enter into a HIPAA-compliant business associate agreement with Department.

Qualifications: Bidders must submit with their bid documentation to demonstrate each of the following qualifications:

- Evidence of at least three years experience in performing health care background checks and in breach remediation.

- Evidence to demonstrate that the vendor possesses a comprehensive understanding of long-term care, assisted living, acute care, rehabilitation, intermediate care and pharmacy relating to compliant background investigations.
- Evidence to demonstrate the ability to access mandated statewide and national repositories required to meet various state health care requirements.
- A Copy of the vendor's process for assuring that the Department receives copies of required statewide background check results where required by law.
- Evidence, such as confirmatory letters from other states, to demonstrate that the vendor is an approved vendor in one or more other states where approvals are required to facilitate health related background investigations.
- Evidence of a minimum of one million dollars in coverage for errors and omission (liability) Insurance.
- Assurances that vendor will indemnify the Department for errors and omissions.
- Copy of screens demonstrating that the vendor offers a customized online application that can be imported thus eliminating data entry by the Department.
- Copy of the vendor's xml protocol to transfer applicant data from HRIS software.
- description of the vendor's electronic document management system.
- Redacted copies of customized reports and screens used for at least two other clients or customers.
- Copies of written procedures for Fair Credit Reporting Act (FCRA) challenges.
- Evidence to demonstrate that the vendor possesses a 1-800 or equivalent number for consumers and customers to call.
- Evidence to demonstrate that the vendor possesses on-site customer service representatives and do not outsource same.
- Name of Licensed private Investigators utilized, if necessary to verify background checks.
- Copies of the vendor's Disaster Recovery Policy.
- Copy of vendor's internet site security protocol and name of security officer.
- Type, kind and model of vendor's generator back-up.
- Assurances that the vendor has no current outstanding criminal, civil or administrative litigation involving their ability to perform or involving their compliance with all state and federal laws.
- Copy of protocol used by vendor's dedicated full time Quality Assurance team.
- Copy of a plan to assure that each report will be reviewed for FCRA Compliance.
- Copy of procedure or protocol utilized by vendor to perform, utilize or participate in the FCRA Adverse Action Adjudication Process and protocol used to track and log the process both via telephony and through the website.
- Copies of procedures that document that the vendor re-verifies felony records at the original source.